

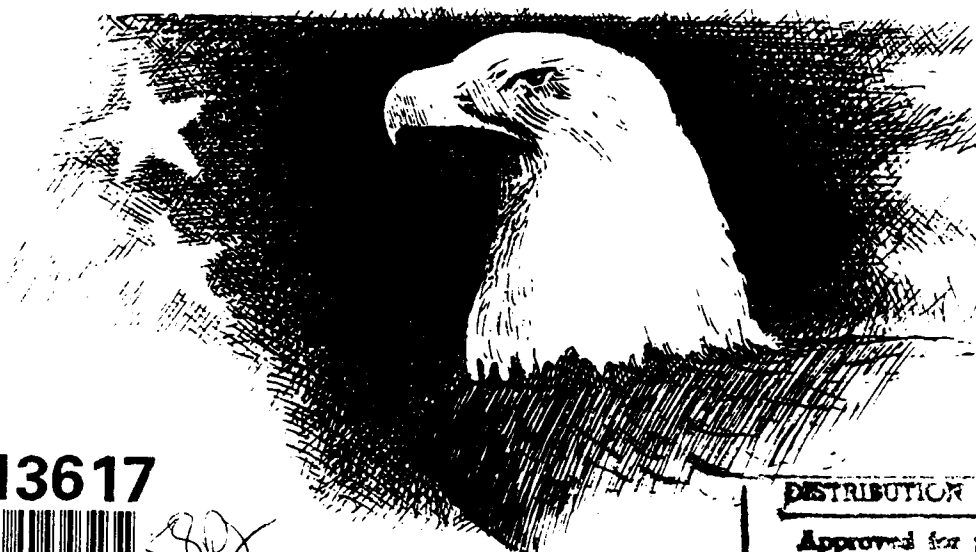
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Total Quality Management

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A Selected Bibliography



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The United States, as an industrialized nation, has no choice about whether to march in the total quality management parade. The only choice is whether it marches at the front, middle or end. DoD chooses to be at the front of the parade. It is turning the corner, and there is no looking back.

Excerpt from "Total Quality Management: A View from the Top."
DEFENSE 91, January-February 1991, p. 15.

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Total Quality Management (TQM) in the Department of Defense is a strategy for continuously improving performance at every level, and in all areas of responsibility. It combines fundamental management techniques, existing improvement efforts, and specialized technical tools under a disciplined structure focused on continuously improving all processes. Improved performance is directed at satisfying such broad goals as cost, quality, schedule, and mission need and suitability. Increasing user satisfaction is the overriding objective. The TQM effort builds on the pioneering work of Dr. W.E. Deming, Dr J.H. Juran, and others, and benefits from both private and public sector experience with continuous process improvement.

- Concept as presented in the TOTAL
QUALITY MANAGEMENT MASTER PLAN
published by the US Department
of Defense, August 1988.

PREFACE

This revised and updated bibliography reflects selected books, documents, periodical articles, and videos on the subject of Total Quality Management (TQM). All the items are in the collection of the U.S. Army War College Library. For your convenience, we have added our call numbers at the end of each book, document, and video entry. (Keep in mind that call numbers vary from library to library.)

A special thank you goes to Mrs. Virginia Shope who graciously gave of her time and expertise to type this bibliography.

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TOTAL QUALITY MANAGEMENT

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J8 1988)

LEGENDARY SERVICE, with Ken Blanchard, Gary Heil, and Richard Tate.
Produced by Doublevision. Escondido, CA: Blanchard Training and
Development, 1989. (VIDEO HF5415.5 L23 1989)

PARADIGM PIONEERS, by Joel A. Barker. Produced by Charthouse Learn-
ing Corporation. Burnsville, MN: Charthouse Learning Corporation,
1993. (VIDEO HD30.27 B88 1993)

A PASSION FOR CUSTOMERS, with Tom Peters. Des Plaines, IL: Video
Publishing House, 1987. (VIDEO HF5415.5 P17 1987)

A PASSION FOR EXCELLENCE, by Thomas J. Peters. Farmington Hills, MI:
CBS/FOX, 1985. (VIDEO HD70 U5P46 1985)

THE POWER OF VISION, by Joel A. Barker. Produced by Charthouse
Learning Corporation. Burnsville, MN: Charthouse Learning Corpora-
tion, 1990. (VIDEO HD30.27 P58 1990)

THE QUALITY MAN: A BBC-TV PRODUCTION, featuring Philip Crosby.
Narrated by Derek Cooper. Chicago: Films Inc., 1988. (VIDEO
TS156.6 C764 1988)

To be used with the book entitled QUALITY WITHOUT TEARS: THE
ART OF HASSLE-FREE MANAGEMENT, by Philip B. Crosby. (A copy
of this book is located with the video.)

QUALITY - OR ELSE, by Lloyd Dobyns. 3 pts. CC-M Productions.
Chicago: Films Inc., 1991. (VIDEO TS156 Q82 1991 pt.1, pt.2, pt.3)
Pt. 1: The Global Marketplace.
Pt. 2: Change to Survive: A Brand New Ballgame.
Pt. 3: How to Hit the Moving Target.

TIME: THE NEXT DIMENSION OF QUALITY, featuring John Guaspari and
Edward Hay. Watertown, MA: American Management Association, 1993.
(VIDEO HD38 T35 1993)

TOM PETERS ON THE NEW MANAGER AND THE NEW ORGANIZATION. 6 sound
cassettes. Boulder: CareerTrack Publications, 1993. (CASSETTE
HD58.8 P473 1993)

TOM PETERS, THE LEADERSHIP ALLIANCE, by Tom Peters and Paul Loewen-
warter. Schaumburg, IL: Video Publishing House, 1988. (VIDEO
HD57.7 T55 1988)

WHY QUALITY?, featuring John Guaspari. Watertown, MA: American
Management Association, 1987. (VIDEO TS156 W39 1987)

WORKPLACE TEAMS. 2 pts. Watertown, MA: American Management Associ-
ation, 1991. (VIDEO HD66 B83 1991 pt.1, pt.2)
Pt. 1: Helping Your Team Succeed.
Pt. 2: Building Successful Teams.